

DR. CHRISTOPHER CHOW

VALLEY ELITE MEDICINE



Christopher Chow, M.D.

Concierge Care Benefits Included as Part of the Annual Fee

These offerings are not guaranteed by Medicare or by other insurance plans.

Since my practice size is smaller, I am honored to provide you with the following enhanced membership benefits:

Direct communication with me or a member of my office staff during business hours.

Your health and well-being is my top priority, which is why unlike many other medical practices, when you contact my office during business hours you will speak directly to a person, not an automated system. In the event that you do need to leave a message, your phone call will be returned promptly. If you deem your problem “urgent,” I will make every effort to speak to you immediately at the time of your call.

Direct communication with me or a member of my office staff during non-business hours.

My concierge care benefits include direct communication with myself via my personal cell phone number, which means that should you have a non-urgent health issue or question that you need answered or resolved during non-business hours, I will make every effort to provide you with a prompt response (usually within 24 hours). Because text messaging and voicemails may not always be secure, please use discretion when choosing topics to discuss with me via this platform. Your patient email portal is the best way to communicate securely and confidentially.

Convenient email communication for non-urgent health issues or questions.

Should you wish to communicate with me via email, you will receive a prompt response from me personally (usually within 24 hours). Because email communication is not always secure, please use discretion when choosing topics to discuss with me via this platform. Your patient email portal is the best way to communicate securely and confidentially.

Little or no office waiting room time, and longer appointments.

Office visits will start promptly with little or no waiting in a wait or exam room. Appointments will generally be scheduled for approximately 30 minutes, and appointments for your Comprehensive Annual Executive Physical will be scheduled for approximately 60 minutes. These appointments are twice the length of time of a typical traditional practice. My goal is to ensure you feel unhurried and have the time to thoroughly address all of your questions and concerns, regardless of the reason for your visit.

Extended Office Hours.

Office visits are best scheduled when the full staff is available; however, should you require occasional visits outside of my usual office hours, I will do my best to reasonably accommodate you.

Strong Focus on Preventative Medicine & Long-Term Health & Wellness.

As part of my commitment to your long-term health and wellness as well as to helping you achieve your own personal wellness goals, my philosophy is to educate you about the importance of weight management, fitness, healthy living and, in addition to the clinical services I already offer through my practice, I will assist you to identify and evaluate wellness providers and offerings. This will support you in an effort to take an active role in managing and maintaining your health.

BENEFITS & AMENITIES

Personalized Hospital Care.

Should you need to be hospitalized, I will make myself available when I can to communicate with you and to serve as an advocate on your behalf, even when you are admitted to a facility at which I do not have privileges or where I am not your attending physician. If you wish, unless hospital policy or protocol does not allow, I will do what I reasonably can to remain involved in your care by communicating with the hospitalists or other attending physicians who are providing services to you.

Independent or skilled facility care.

Should you need to be in an independent or skilled nursing facility, on a temporary or permanent basis, I will make myself available when I can to be involved with your care, through communication with those involved with your care, on a case-by-case basis. I will also make myself available to your family to address any concerns and offer counsel.

Telemedicine consultations and long-distance care.

Whether you are on a brief vacation, living some of the year in a second residence, or otherwise unable to come to the office in person, I will offer a “telemedicine” otherwise known as “virtual” consultation as determined on a case-by-case basis, at my discretion and subject to applicable state law requirements. If, in my judgment, you need to be seen by a local physician, you will be encouraged by me to seek medical attention. I will communicate with you directly, as well as with your treating physician to support the coordination of your care on health issues that may arise.

Forms & Letters.

We assist with filling out and submitting forms, which include but are not limited to handicapped placards, health physicals for schools, employer physicals, leave of absence paperwork, disability paperwork, and assisted living forms. Our team ensures that all paperwork is completed accurately and promptly, helping to streamline your experience and reduce any stress associated with these requirements.

Adult dependent children of members are welcome and complimentary when parent enrolls.

If a parent opts to join my personalized care practice, I will be happy to care for his/her adult dependent children, ages 18 up to 30, included in the price of the parent’s membership.

Care for visiting relatives and/or friends.

Should your out-of-town family or friends become ill during a visit to the area, I will be happy to see them in my office and assist with their medical care. I will treat them as though they were a member of my practice.

Travel medicine consultation.

I will offer guidance on CDC recommended inoculations and/or precautions to take while traveling.

Annual Comprehensive Executive Physical Health Assessment.

In my ongoing efforts to assist you in adopting and maintaining a healthy lifestyle and optimizing your quality of life, each year you will be encouraged to schedule a Comprehensive Annual Executive Physical Health Assessment, known as the “Executive Physical,” regardless of condition or necessity. It will include a thorough examination and an appropriate array of screening tests based on age, health status and risk factors. There is no one-size fits-all approach when it comes to prevention and treatment. Depending on your particular health situation, additional tests/services (such as blood tests, a colonoscopy, mammogram, acupuncture, etc.) may be recommended. These will be billed by the performing entity, and you or your insurer will be responsible for payment of these tests. I will use the results of my exam to help you develop a plan for the year to improve health and fitness and to address any new or existing health goals. Every patient is advised to have an annual evaluation. The membership fee does not apply to the Welcome to Medicare assessment or to the Annual Wellness Visit. Portions of this comprehensive annual health assessment and associated tests may be “covered” services under Medicare and other commercial insurance plans and will be billed accordingly. The annual membership fee applies only to non-covered components of the Executive Physical.

BENEFITS & AMENITIES

My Staff

My staff is an important part of your experience. They not only have the expertise to advocate on your behalf but will assist you in navigating through other aspects of the medical community when necessary.

Insurance Information

Commercial Insurance Patients

Office visit charges are not included in your annual fee. I intend to remain an in-network provider for many PPO insurance plans. I will bill insurance for all covered services; patients will be responsible for deductibles, co-pays and exclusions in accordance with individual insurance plan guidelines. It is my intention that no insurance-covered medical services are included in your annual fee. As medically indicated, I will make it a priority to refer you to in-network physicians for any necessary consultations and to in-network facilities for diagnostic tests and hospitalizations. Any services rendered by these physicians or facilities will be billed by the performing entity.

Medicare Patients

I will continue to submit claims to Medicare and to your supplemental insurance on your behalf. Patients will be responsible for deductibles, co-pays and exclusions in accordance with individual insurance plan guidelines. The annual membership fee is intended to only include services as described herein that are **not covered** by Medicare and will **not be** paid for or reimbursed by Medicare.

Annual Fees & Instructions

Please see the Membership Agreement form for annual fees and instructions.